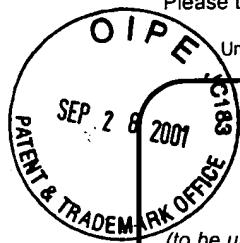


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		Application Number	09/813663
		Filing Date	March 19, 2001
		First Named Inventor	Raleigh Burgess
		Group Art Unit	2161
		Examiner Name	
Total Number of Pages in This Submission		Attorney Docket Number	38045/199219

## ENCLOSURES (check all that apply)

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Firm or Individual name	Geoff L. Sutcliffe, Reg. No. 36,348
Signature	
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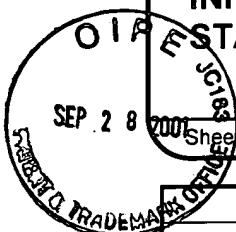
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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		Application Number	09/813663
		Filing Date	03/19/2001
		First Named Inventor	Raleigh Burgess
		Group Art Unit	2161
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2001 Sheet 1 of 1	1	of	2
		Attorney Docket Number	38045/199219



## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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01 Sheet 1 of 2

## U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	U.S. Patent Document	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number			
		5,111,391	Randall K. Fields, et al.	05-05-1992	
		5,289,368	Beauford B. Jordan, et al.	02-22-1994	
		5,325,292	Gary B. Crockett	06-28-1994	
		5,331,545	Hiroshi Yajima, et al.	07-19-1994	
		5,467,268	Elizabeth M. Sisley	11-14-1995	
		5,541,848	Michael McCormack, et al.	08-30-1996	
		5,615,121	Djangir A. Babayev, et al.	03-25-1997	
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		5,826,236	Katsumi Narimatsu	10-20-1998	
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		5,911,134	Ronald Castonguay, et al.	06-08-1999	
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		6,014,760	Stephen Silva, et al.	01-11-2000	
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		6,049,775	Patricia A. Gertner et al.	4-11-2000	
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		6,092,048	Masaki Nakaoka	07-18-2000	
		6,101,481	Neil G. Miller	08-08-2000	
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		6,170,011	Christopher Macleod Beck et al.	01-02-2001	

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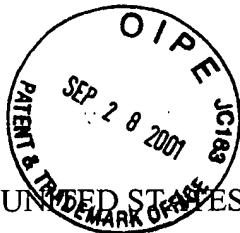
## FOREIGN PATENT DOCUMENTS

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<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Raleigh Burgess

Serial No.: 09/813663

Examiner: Not Assigned

Filed: March 19, 2001

Group Art Unit: 2161

For: Systems and Methods for Providing Remote Support Via Productivity Centers

Commissioner for Patents  
Washington, D.C. 20231

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**INFORMATION DISCLOSURE STATEMENT**

Dear Sir:

In accordance with Rules 56, 97 and 98 of the Rules of Practice in Patent Cases (37 C.F.R. §§ 1.56, 1.97, and 1.98), enclosed is a copy of the reference listed on the attached modified Form PTO-1449.

The undersigned does not concede that any of the identified materials constitute prior art within the meaning of the United States patent laws.

This Information Disclosure Statement is being filed before the mailing of the first Office Action on the merits (37 C.F.R. 1.97(b)(3)); therefore, no fee is believed to be required.

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**CERTIFICATE OF MAILING (37 CFR 1.8a)**

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Emily Guida

U.S.S.N.: 09/813633  
Filed: March 19, 2001  
Raleigh Burgess.

The Commissioner is hereby authorized to charge the applicable fees, if any, to Deposit Account No. 11-0855.

Respectfully submitted,

Geoff L Sutcliffe  
Geoff L. Sutcliffe  
Reg. No. 36,348  
Attorney for Assignee

KILPATRICK STOCKTON LLP  
1100 Peachtree Street, Suite 2800  
Atlanta, Georgia 30309  
404.815.6530

Attorney Docket No.: 38045/199219



The "Received" stamp of the Patent Office imprinted hereon will acknowledge receipt of:

Applicants:	Raleigh Burgess	
Application No.	09/813,663	Docket No.:
Filing Date	March 19, 2001	38045/199219

**PAPERS SUBMITTED:**

1. Transmittal Form (PTO/SB/21) in duplicate
2. Certificate of Mailing
3. Information Disclosure Statement
4. Form PTO 1449 (2 sheet)
5. 27 publications

By: Geoff L. Sutcliffe, Reg. No. 36,348  
Date: September 24, 2001

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Sheet 1

of 2

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**Application Number**

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## Group Art Unit

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## OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

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